

AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A method for reconciling third party payor receivables with a set of prescription transactions comprising ~~the steps of:~~

obtaining, at a pharmacy accounts receivable (PAR) computer system network of a pharmacy including at least one computing device, prescription claim data associated with the set of prescription transactions, each of the set of prescription transactions corresponding to a prescription claim;

obtaining, at the PAR computer system network, third party deposit data associated with the set of prescription transactions;

obtaining, at the PAR computer system network, third party payor data associated with the set of prescription transactions;

obtaining, at the PAR computer system network, remittance advice associated with the set of prescription transactions, the remittance advice comprising a plurality of remittance advice line items, each remittance advice line item associated with one of the prescription transactions of the set of prescription transactions;

configuring, at the PAR computer system network, the prescription claim data, the third party deposit data, the third party payor data, and the remittance advice into a pharmacy automated accounts receivable system (PARS) database to form PARS data;

automatically reconciling, at the PAR computer system network, the third party deposit data with the remittance advice, and initiating a manual third-party-deposit-data-to-remittance-advice reconciliation process for a failed automatic third-party-deposit-data-to-remittance-advice reconciliation;

automatically reconciling, at the PAR computer system network, the remittance advice with the prescription claim data, and initiating a manual remittance-advice-to-prescription-claim-data reconciliation process for a failed automatic remittance-advice-to-prescription-claim-data reconciliation; and

performing, at the PAR computer system network, a resolution process for at least one of a failed manual automatic third-party-deposit-data-to-remittance-advice reconciliation or a failed manual remittance-advice-to-prescription-claim-data reconciliation, the resolution process including:

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providing a group of resolution activities including collecting, billing, resolving a billing exception, and resolving a third-party payment;
identifying one or more unreconciled prescription claims;
receiving a selection of at least one resolution activity from the group of resolution activities; and

performing the at least one selected resolution activity for the identified one or more unreconciled prescription claims, the at least one selected resolution activity including adding the identified one or more unreconciled prescription claims to a corresponding resolution activity work queue, displaying at least one corresponding resolution activity user-interactive graphical display screen, and updating the PARS data.

~~wherein a failed reconciliation attempt automatically facilitates at least one process of automatic and manual reconciliation.~~

2. (Currently Amended) The method of claim 1, further comprising ~~wherein the step of configuring the data results in~~ generating a plurality of additional user-interactive graphical displays based on the PARS data.

3. (Currently Amended) The method of claim 2, further comprising enabling adjustments to the PARS data in the PARS database via the plurality of user-interactive graphic display screens.

4. (Canceled)

5. (Currently Amended) The method of claim 1, ~~wherein the step of automatically reconciling third party payor receivables includes the step of~~ further comprising:

automatically identifying prescription transactions representing a need for that need the manual remittance-advice-to-prescription-claim-data reconciliation by a PARS user; and
initiating the manual remittance-advice-to-prescription-claim-data reconciliation process for the identified prescription transactions.

6. (Currently Amended) The method of claim 1, wherein initiating the manual third-party-deposit-data-to-remittance-advice reconciliation process is one which attempts comprises initiating an attempt to match remittance advice batches and/or sub-batches to deposit batches and/or sub-batches, including comprising the steps of:

(a) displaying a system user-interactive graphic display screen and receiving a user selection of selecting a criteria on which to base a third-party-deposit-to remittance-advice work queue via [[a]] the system user-interactive graphic display screen;

(b) building the third-party-deposit-to remittance-advice work queue based on the selected criteria;

(c) receiving a user selection of selecting an available unmatched remittance advice batch or sub-batch line item displayed on the third-party-deposit-to remittance-advice work queue;

(d) receiving a user selection of selecting an unmatched deposit line item displayed on the third-party-deposit-to remittance-advice work queue;

(e) causing a match verification between the selected remittance advice batch or sub-batch line item and the selected deposit line item;

(f) determining if the [[match]] selected remittance advice batch or sub-batch line item correctly corresponds to the selected deposit line item and, in the affirmative, deleting the selected remittance advice batch or sub-batch line item and the selected deposit line item matches from the third-party-deposit-to remittance-advice work queue and comparing non-matches to a predetermined threshold;

(g) when, as determined by (f), the selected remittance advice batch or sub-batch line item does not correctly correspond to the selected deposit line item and the selected remittance advice batch or sub-batch line item is within a predetermined threshold range, creating a plan level item for matches found in step (f); and

(h) when, as determined by (f), the selected remittance advice batch or sub-batch line item does not correctly correspond to the selected deposit line item and the selected remittance advice batch or sub-batch line item is not within the predetermined threshold range, displaying corresponding information on at least one additional system user-interactive graphic display screen. reiterating steps (e) through (g) for items not found to match in step (f).

7. (Currently Amended) The method of claim 6, wherein the ~~manual reconciliation process is initiated after a failed~~ automatic third-party-deposit-data-to-remittance-advice reconciliation comprises a failure of an automatic attempt to match remittance advice batches and/or sub-batches to deposit batches and/or sub-batches.

8. (Currently Amended) The method of claim 1, wherein initiating the manual remittance-advice-to-prescription-claim-data reconciliation process is one which attempts comprises initiating an attempt to match remittance advice batches and/or sub-batches with prescription claims, including comprising the steps of:

(a) displaying a system user-interactive graphic display screen including a list of unresolved remittance advice batches or sub-batches remaining after an automatic remittance-advice-to-prescription-claim-data reconciliation completion of an automatic attempt to match remittance advice batches and/or sub-batches to individual prescription claims;

(b) receiving a user selection of selecting an unresolved remittance advice batch or sub-batch from the list;

(c) determining if a selected remittance advice line item(s) from the selected remittance advice batch or sub-batch is available for matching;

(d) building a work screen based on the selected remittance advice batch or sub-batch;

(e) receiving a user selection of selecting an unmatched remittance advice line item and an unmatched prescription claim item from the work screen;

(f) causing a match verification between the selected unmatched remittance advice line item and the selected unmatched prescription claim item; and

(g) determining if the [[match]] the selected unmatched remittance advice line item correctly corresponds to the selected unmatched prescription claim item and, in the affirmative, deleting the selected unmatched remittance advice line item and the selected unmatched prescription claim item matches from the work screen[[queue]].

9. (Currently Amended) The method of claim 8, wherein ~~[[the]] a failure of step (g) to determine a correct match[[,]] results in providing at least one additional system user-interactive graphic display screen screens provided for a system user, the at least one additional interactive graphic display screen including at least one of: a claim history screen~~

~~screens~~, a side-by-side comparison screen ~~screens~~ showing specified remittance advice line items with corresponding prescription claims, a screen ~~screens~~ to allow a user to perform a deposit transfer adjustment, ~~[[and/]]~~ or a screen ~~screens~~ allowing the user to manually enter remittance advice data.

10. (Currently Amended) The method of claim 1, wherein ~~the step of~~ automatically reconciling the third party payor receivables includes the step of deposit data with the remittance advice comprises automatically reconciling deposit batches or sub-batches with remittance advice batches or sub-batches wherein the remittance advice is identified with deposit identification.

11. (Currently Amended) The method of claim 10, wherein ~~reconciliation~~ automatically reconciling the third party deposit data with the remittance advice comprises automatically determining ~~determines~~ a remittance advice sub-batch status of matched or unmatched.

12. (Currently Amended) The method of claim 11, wherein automatically determining the remittance advice sub-batch status of unmatched ~~results from the~~ comprises automatically determining a difference of a remittance advice sub-batch monetary amount and a third party deposit amount transgressing a predetermined monetary threshold.

13. (Currently Amended) The method of claim 1, wherein ~~the step of~~ automatically reconciling the third party payor receivables includes the step of deposit data with the remittance advice comprises automatically reconciling ~~deposits~~ the third party deposit data with remittance advice sub-batches wherein ~~[[the]]~~ each remittance advice sub-batch is identified by one of store identification ~~[[and]]~~ or group identification.

14. (Currently Amended) The method of claim 13, wherein automatically reconciling the third party deposit data with the remittance advice comprises automatically determining ~~reconciliation determines~~ a remittance advice sub-batch status of one of matched, unmatched, ~~[[and]]~~ or ambiguous.

15. (Currently Amended) The method of claim 1, wherein ~~the step of~~ automatically reconciling third party deposit data with the remittance advice comprises payor receivables ~~includes the step of~~ automatically reconciling unmatched remittance advice batches and/or sub-batches with unmatched deposits comprising ~~including the steps of:~~

(a) selecting the unmatched deposits, where each unmatched deposit is identified by at least a corresponding deposit ID identifier;

(b) selecting an unmatched remittance advice batch having unmatched remittance advice sub-batches with deposit ID identifiers;

(c) selecting an unmatched remittance advice sub-batch associated with the unmatched remittance advice batch, the unmatched remittance advice sub-batch having a particular deposit ID identifier, an unmatched state, and a corresponding remittance advice money total record with an unmatched state;

(d) determining a processor identifier associated with the selected unmatched remittance advice sub-batch;

(e) determining, based on the processor identifier and the particular deposit ID identifier associated with the unmatched remittance advice sub-batch, a particular unmatched deposit associated with the processor identifier and the particular deposit ID identifier;

(f) changing the state of the unmatched remittance advice sub-batch to matched;

(g) repeating (c) through (f) for other unmatched remittance advice sub-batches in the unmatched remittance advice batch; and

(h) changing a state of the unmatched remittance advice batch to matched when all corresponding remittance advice sub-batches have a matched state.

(a) ~~—determining which processor identifiers require matching;~~

(b) ~~—selecting a processor identifier;~~

(c) ~~—selecting unmatched remittance advice batches and/or sub-batches associated with the selected processor identifier;~~

(d) ~~—selecting unmatched deposits associated with the selected processor identifier;~~

(e) ~~—compare sum money totals associated with the unmatched remittance advice batches and/or sub-batches with the sum money totals associated with the unmatched deposits;~~

~~(f) — when money amounts match, changing the state of the remittance advice batches and/or sub-batches and deposit batches and/or sub-batches to a matched state;~~
~~(g) — repeating steps (a) through (f) until remaining processor identifiers are examined.~~

16. (Currently Amended) The method of claim 1, wherein ~~the step of~~ automatically reconciling the remittance advice with the prescription claim data comprises automatically third party payor receivables ~~includes the step of~~ reconciling remittance advice line items from remittance advice batches previously matched to a deposit to individual prescription claims ~~comprising~~ including the steps of:

- (a) selecting remittance advice line items of remittance advice batches previously matched to a deposit;
- (b) selecting prescription claims;
- (c) ~~selecting~~ determining the remittance advice line items to be of a non-workers compensation type ~~claims~~;
- (d) comparing the selected remittance advice line items to the selected prescription claims based on pass 1 parameters to ascertain which remittance advice line items are either matched or unmatched;
- (e) performing ~~step (d)~~ using ~~[[the]]~~ unmatched remaining remittance advice line items and the selected prescription claims based on pass 2 parameters;
- (f) performing ~~step (e)~~ using ~~[[the]]~~ any unmatched remaining remittance advice line items and the selected prescription claims based on pass 3 parameters;
- (g) performing ~~step (f)~~ using ~~[[the]]~~ any unmatched remaining remittance advice line items and the selected prescription claims based on pass 4 parameters;
- (h) performing ~~step (g)~~ using ~~[[the]]~~ any unmatched remaining remittance advice line items and the selected prescription claims based on pass 5 parameters; and
- (i) determining if the selected remittance advice batches have a truncated prescription number.

17. (Currently Amended) The method of claim 16, wherein a match determined in ~~steps (d) or (e)~~ results in updating ~~[[the]]~~ a corresponding remittance advice line item to a

state of matched and updating ~~[[the]]~~ a corresponding prescription claim status ~~is updated~~ to reflect a match to the corresponding remittance advice line item.

18. (Currently Amended) The method of claim 16, wherein a match for all parameters ~~variables~~, except a date of service ~~variable~~ parameter within a predetermined range, determined in ~~steps~~ (f) or (g) results in updating ~~[[the]]~~ a corresponding remittance advice line ~~item(s)~~ item to a state of matched and updating a corresponding ~~[[the]]~~ prescription claim status ~~is updated~~ to reflect a match to the corresponding remittance advice line item.

19. (Currently Amended) The method of claim 16, wherein a match for all parameters ~~variables~~, except a date of service ~~variable~~ parameter within a predetermined range, determined in ~~step~~ (h), results in updating a corresponding ~~[[the]]~~ prescription claim state to reflect a need for ~~[[a]]~~ the manual remittance-advice-to-prescription-claim-data reconciliation ~~remittance advice to claim matching process~~.

20. (Currently Amended) The method of claim 16, wherein remittance advice batches determined to have truncated Rx numbers in ~~step~~ (i) are compared to claims based on pass 6 parameters to ascertain which remittance advice line ~~item(s)~~ items in the remittance advice batches are either matched or ~~[[are]]~~ unmatched.

21. (Currently Amended) The method of claim 20, ~~wherein~~ further comprising identifying an unmatched remittance advice line ~~item(s)~~ reflect a need for a item as needing the manual remittance-advice-to-prescription-claim-data reconciliation ~~remittance advice to claim matching process~~.

22. (Currently Amended) The method of claim 20, ~~wherein~~ further comprising: identifying a matched remittance advice line item(s) ~~result in item;~~
updating the matched remittance advice line item(s) item to have a state of matched;
and
updating and the a corresponding prescription claim status ~~is updated~~ to reflect a match to the matched remittance advice line ~~item~~item(s).

23. (Currently Amended) The method of claim 16, wherein ~~the step of~~ automatically reconciling the remittance advice with the prescription claim data further comprises ~~third party payor receivables~~ includes the step of reconciling remittance advice line items from remittance advice batches having claims determined to be of ~~the type a~~ workers compensation type, ~~comprising including the steps of:~~

- (a) comparing the selected remittance advice line items to the selected prescription claims based on pass 1 parameters to ascertain which remittance advice line items are either matched or unmatched;
- (b) performing ~~step~~ (a) using ~~[[the]]~~ unmatched remaining remittance advice line items and the selected prescription claims based on pass 2 parameters;
- (c) performing ~~step~~ (b) using ~~[[the]]~~ any unmatched remaining remittance advice line items and the selected prescription claims based on pass 3 parameters;
- (d) performing ~~step~~ (c) using ~~[[the]]~~ any unmatched remaining remittance advice line items and the selected prescription claims based on pass 4 parameters;
- (e) performing ~~step~~ (d) using ~~[[the]]~~ any unmatched remaining remittance advice line items and the selected prescription claims based on pass 5 parameters; and
- (f) performing ~~step~~ (e) using ~~[[the]]~~ any unmatched remaining remittance advice line items and the selected prescription claims based on pass 6 parameters.

24. (Currently Amended) The method of claim 23, wherein a match for all parameters variables, except a date of service ~~variable~~ parameter within a predetermined range, determined in ~~step~~ (a) or (e), results in updating ~~[[the]]~~ a corresponding remittance advice line ~~item(s) item~~ to a state of matched and [[the]] updating a corresponding prescription claim status ~~is updated~~ to reflect a match to the corresponding remittance advice line item item(s).

25. (Currently Amended) The method of claim 23, wherein a match for all parameters variables determined in ~~step~~ (b) results in updating ~~[[the]]~~ a corresponding remittance advice line ~~item(s) item~~ to a state of matched and [[the]] updating a corresponding prescription claim status ~~is updated~~ to reflect a match to the corresponding remittance advice line item item(s).

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26. (Currently Amended) The method of claim 23, wherein a match for all parameters variables determined in ~~step~~ (c) or (d), and an exact match based on an invoice identification number, and a match based on a predetermined money amount range, result in updating ~~[[the]]~~ a corresponding remittance advice line ~~item(s) item~~ to a state of matched and updating a corresponding ~~[[the]]~~ prescription claim status ~~is updated~~ to reflect a match to the corresponding remittance advice line item ~~item(s)~~.

27. (Currently Amended) The method of claim 23, wherein a match for all parameters variables, except a date of service ~~variable~~ parameter within a predetermined range, determined in ~~step~~ (f), results in updating ~~[[the]]~~ a corresponding prescription claim state to reflect a need for ~~[[a]]~~ the manual remittance-advice-to-prescription-claim-data reconciliation ~~remittance advice to claim matching process~~.

28. (Currently Amended) The method of claim 1, wherein ~~the step of~~ automatically reconciling third party deposit data with the remittance advice results in a positive identification of one of the following claim statuses:

claim is manual, claim requires special handling, an identification of a failure to match deposit data to remittance advice, ~~[[and]]~~ or an identification of a failure to match claims to remittance advice; and

the method further comprising ~~the step of~~ evaluating at least one of a plurality of claim status parameters.

29. (Currently Amended) The method of claim 28, wherein the plurality of claim status parameters ~~include~~ includes at least one of: missing deposit, non-sufficient funds, stop payment, suspended claim, claim without matching remittance advice, short paid claim, plan audit, claim audit, manual claim, special handling claim, claim determined to require rebilling, rejected claim, contested chargeback claim, claim requiring retroactive billing to a third party, claim requiring refund/payback to a third party, ~~[[and/]]~~ or a claim having a credit balance.

30. (Currently Amended) The method of claim 29, wherein an affirmative claim status parameter results in initiating the resolution process at least one of a plurality of processes.

31. (Canceled)

32. (Currently Amended) The method of claim 1, wherein ~~the step of~~ automatically reconciling the third party deposit data to the remittance advice results in an identification of a comprises identifying a particular prescription claim to have a status of either one of: resolution requires adjustment, resolution requires a claim search, or resolution requires a claim history search.

33. (Currently Amended) The method of claim 32, wherein identifying the particular prescription ~~[[a]] claim identified as to have the status of resolution requires requiring adjustment~~ comprises facilitating facilitates a plurality of additional user interactive graphic display screens to allow a system user to adjust prescription claim information corresponding to the particular prescription claim.

34. (Currently Amended) The method of claim 32, wherein identifying the particular prescription ~~[[a]] claim identified as to have the status of resolution requires the requiring a claim search~~ comprises facilitating facilitates a plurality of additional user interactive graphic display screens to allow a system user to search a plurality of criteria corresponding to the particular prescription claim in the PARS database.

35. (Currently Amended) The method of claim 32, wherein identifying the particular prescription ~~[[a]] claim identified as to have the status of resolution requires the requiring a claim history search~~ comprises facilitating facilitates a plurality of additional user interactive graphic display screens to allow a system user to view a claim history of the particular prescription claim and ~~[[its]]~~ associated criteria.

36. (Currently Amended) An apparatus for reconciling third party payor receivables with a set of prescription transactions, the apparatus comprising:

a pharmacy workstation constructed to render a plurality of user-interactive graphic display screens;

a pharmacy accounts receivable system (PARS) database constructed to receive prescription claim data, third party deposit data, third party payor data, and remittance advice associated with the set of prescription transactions, the remittance advice comprising a plurality of remittance advice line items, each remittance advice line item associated with one of the prescription transactions of the set of prescription transactions;

a PARS controller comprising a processor and a memory operatively coupled to the processor,

the PARS controller operatively coupled to the pharmacy workstation and the PARS database, the PARS controller being programmed to configure the prescription claim data, the third party deposit data, the third party payor data, and the remittance advice into the PARS database to form PARS data;

the PARS controller being programmed to generate a plurality of user-interactive graphic display screens based on the PARS data;

the PARS controller being programmed to:

automatically reconcile third party deposit data with the remittance advice and automatically initiate a manual third-party-deposit-data-to-remittance-advice reconciliation process for a failed automatic-third-party-deposit-data-to-remittance-advice reconciliation;

automatically reconcile the remittance advice with the prescription claim data and automatically initiate a manual remittance-advice-to-prescription-claim-data reconciliation process for a failed automatic remittance-advice-to-prescription-claim-data reconciliation; and

performing, at the PAR computer system network, a resolution process for at least one of a failed manual automatic third-party-deposit-data-to-remittance-advice reconciliation or a failed manual remittance-advice-to-prescription-claim-data reconciliation, the resolution process including:

providing a group of resolution activities including collecting, billing, resolving a billing exception, and resolving a third-party payment, wherein each resolution activity includes building a

corresponding resolution activity work queue, displaying at least one resolution activity user-interactive graphical display screen, and updating the PARS data;

identifying one or more unreconciled prescription claims; and performing at least one selected resolution activity corresponding to the identified one or more unreconciled prescription claims

~~; wherein the PARS controller is further programmed to automatically facilitate at least one of a process of automatic reconciliation and manual reconciliation.~~

37. (Currently Amended) The apparatus of claim 36, wherein the PARS controller is programmed to automatically identify prescription transactions ~~representing a need for~~ requiring the manual remittance-advice-to-prescription-claim-data reconciliation ~~by a PARS user.~~

38. (Canceled)

39. (Currently Amended) The apparatus of claim ~~[[38]]~~ 36, wherein the PARS controller is programmed to automatically initiate the manual third-party-deposit-data-to-remittance-advice reconciliation process via ~~facilitate manual matching by using~~ the plurality of user-interactive graphic displays.

40. (Canceled)

41. (Currently Amended) The apparatus of claim ~~[[40]]~~ 36, wherein the PARS controller is programmed to automatically initiate the manual remittance-advice-to-prescription-claim-data reconciliation process ~~facilitate manual matching by using~~ via the plurality of user-interactive graphic displays.

42. (Canceled)

43. (Currently Amended) The apparatus of claim ~~[[42]]~~ 36, ~~wherein the PARS controller is further programmed to automatically reconcile third party payor receivables by matching remittance advice with deposits, wherein the remittance advice is identified with deposit identification.~~

44. (Currently Amended) The apparatus of claim ~~[[42]]~~ 36, ~~wherein the PARS controller is further programmed to automatically reconcile third party payor receivables by matching remittance advice with deposits, wherein the remittance advice is identified by one of store identification [[and]] or group identification.~~

45. (Currently Amended) The apparatus of claim ~~[[42]]~~ 36, ~~wherein the PARS controller is further programmed to automatically reconcile third party payor receivables by matching remittance advice with deposits; and~~
~~wherein the remittance advice is associated with a processor identifier and sum money totals associated with the remittance advice are compared to sum money totals of the deposits to form remittance advice states of either matched or unmatched.~~

46. (Original) The apparatus of claim 45, wherein the PARS controller is further programmed to iterate a plurality of processor identifiers.

47. (Currently Amended) The apparatus of claim ~~36~~, wherein ~~the PARS controller is programmed to automatically reconcile third party payor receivables by matching remittance advice to prescription claims, wherein the remittance-advice-to-prescription-claim-data reconciliation process is performed on remittance advice has already been that is matched to a deposit.~~

48. (Original) The apparatus of claim 47, wherein the PARS controller is further programmed to automatically compare a plurality of parameters for a match condition.

49. (Original) The apparatus of claim 48, wherein the PARS controller is further programmed to evaluate a plurality of parameter thresholds.

50. (Currently Amended) The apparatus of claim 36, wherein ~~the PARS controller is programmed to automatically reconcile third party payor receivables by matching remittance advice to prescription claims, wherein the remittance advice is of a type corresponding to~~ workers compensation.

51. (Original) The apparatus of claim 50, wherein the PARS controller is further programmed to automatically compare a plurality of parameters for a match condition.

52. (Original) The apparatus of claim 51, wherein the PARS controller is further programmed to evaluate a plurality of parameter thresholds.

53. (Currently Amended) The apparatus of claim 36, wherein the PARS controller is further programmed to identify, for a prescription claim corresponding to a prescription transaction, one of the claim statuses in ~~[[the]]~~ a group comprising:

manual claim, claim requiring special handling, failure to match deposit data to remittance advice, and failure to match claims to remittance advice; and wherein

the PARS controller is further programmed to evaluate at least one of a plurality of claim status parameters.

54. (Currently Amended) The apparatus of claim 53, wherein the PARS controller is further programmed to initiate the resolution process at least one of a plurality of ~~processes~~ when at least one of the plurality of claim status parameters ~~results is evaluated to be~~ is evaluated to be in an affirmative state.

55. (Currently Amended) The apparatus of claim 53, wherein the ~~PARS controller is further programmed to include a~~ at least one of the plurality of claim status parameters is selected from a claim status parameter of the group of claim status parameters comprising:

missing deposit, non-sufficient funds, stop payment, suspended claim, claim without matching remittance advice, short paid claim, plan audit, claim audit, manual claim, special handling claim, claim determined to require rebilling, rejected claim, contested chargeback

claim, claim requiring retroactive billing to a third party, claim requiring refund/payback to a third party, and a claim having a credit balance.

56. (Canceled)

57. (Currently Amended) The apparatus of claim 36, wherein the PARS controller is programmed to ascertain a claim status of requiring adjustment, requiring a claim search, or requiring a claim history search in order to reconcile; and

wherein the PARS controller is further programmed to facilitate at least one of the ~~[[a]]~~ plurality of user interactive graphic display screens based on the ascertained claim status, the at least one of the plurality of user interactive graphic display screens including a screen to allow a system user to ~~either~~ adjust prescription claim information, a screen to search a plurality of criteria in the PARS database, ~~[[or]]~~ and a screen to search and view claim history and ~~its associated~~ criteria associated with the claim history.